

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 7 - Contra Costa County Area Agency on Aging HICAP

From: 07/01/2010 To: 06/30/2011

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	7	17	17	22	63
Estimated Number of Attendees	150	392	360	617	1,519
Estimated Number of Persons Provided Enrollment Assistance	0	0	29	151	180
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	3	0	1	3	7
Estimated Number of Attendees	100	0	75	571	746
Estimated Number of Persons Provided Enrollment Assistance	0	0	1	0	1
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	0	0	1	1
Estimated Number of Attendees	0	0	0	450	450
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	1	1
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	1	1
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	1	1	3	2	7
Estimated Number of Targeted Persons Reached	26,000	7,500	145,000	52,000	230,500
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	14	17	31
Total Hours for Length of Activities	0.00	0.00	71.05	70.30	141.35
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	12	23	35
Total Hours for Length of Activities	0.00	0.00	65.10	101.30	166.40
Other Presenters					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	8	11	11	19	14
Employer Termination - COBRA	0	0	8	11	19
General HICAP Information	10	15	17	23	65
Grievances / Appeals - Plan Issues	1	3	2	2	8
Long-Term Care / Insurance	1	1	1	7	10
Low Income Subsidy (LIS) / Application Assistance	7	14	17	26	64
Medicare (Parts A & B)	9	16	18	21	64
Medicare Advantage (Part C)	6	18	17	21	62
Medicare Fraud / Abuse	4	7	13	18	42
Medicare Prescription Drug Coverage (Part D)	8	17	18	25	68
Medigap / Medicare Supplements	6	11	17	19	53
Non-Medicare Fraud/Abuse	0	0	0	0	0
Other Topics / Issues (Health Specific)	1	1	3	0	5

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	4	4
Preventive Care Benefits	3	11	13	21	48
QMB/SLMB/QI	6	10	12	18	46
Volunteer Recruitment	0	0	11	19	30
Targeted Audience					
African American	7	14	15	21	57
American Indian or Naitave Alaskan	2	5	2	5	14
Asian Indian	0	0	10	13	23
Caucasian	9	16	18	24	67
Chinese	0	0	15	19	34
Disabled	7	12	12	17	48
Dual Eligible Groups	0	0	14	18	32
Employer Related Groups	5	3	2	2	12
Family Member/Caregiver of Beneficiary	7	11	16	21	55
Filipino	0	0	13	16	29
Guamanian or Chamorro	0	0	3	1	4
Hispanic / Latino	6	14	14	19	53
Hmong	0	0	2	4	6
Japanese	0	0	13	16	29
Korean	0	0	5	9	14
Low Income	6	14	18	18	56
Medicare Beneficiaries	10	14	20	22	66
Medicare Pre-Enrollees	0	0	14	21	35
Mental Health	5	5	9	10	29
Mental Health Professionals	0	0	0	3	3
Native Hawaiian	0	0	3	0	3
Other	1	0	2	0	3
Other Asian	6	12	6	10	34
Other Pacific Islander	2	3	1	0	6
Partnership Outreach	0	0	0	3	3
Presentations to Groups in Language Other than English	3	7	0	0	10
Rural	1	2	1	0	4
Samoan	0	0	2	1	3
Socail Work Professionals	0	0	3	5	8
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	8	8	16

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	159	245	396	1,168	1,968
"Taking Care of Tomorrow"	11	22	4	33	70
Other Publications (Created by or on Behalf of Local HICAP)	142	454	320	1,300	2,216
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	7	15	9	31

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From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	492	783	498	618	2,391
Total Finalized Intakes	406	605	355	437	1,803
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	131	182	108	140	561
Aging into Medicare Postacd - CDA HICAP	0	0	0	2	2
CDA HICAP	3	20	4	5	32
CHA	0	0	0	1	1
CMS/Medicare	5	8	5	7	25
Friend/Relative	26	31	14	27	98
InfoVan	0	0	0	0	0
Internet	1	4	1	5	11
Mailings	0	0	1	8	9
Media	0	6	2	4	12
Other	29	43	18	20	110
Presentations	19	19	14	18	70
Previous Contacts	0	0	42	57	99
State Website	0	0	0	1	1
Missing/Not Collected	192	292	146	142	772
Mode of Client Contact					
Quick Call Contacts	114	263	199	244	820
Contacts by Telephone	653	883	653	993	3,182
Contacts In Person at home	1	10	2	8	21
Contacts In Person at site	247	383	201	247	1,078
Contacts by E-Mail	593	987	187	155	1,922
Contacts by Mail/Fax	0	0	79	125	204
Total Number of Client Contacts:	1,608	2,526	1,321	1,772	7,227
Contact Status Types					
General info	0	0	333	544	877
Detailed Assistance	3	0	646	1,031	1,680
Problem Solving/Resolution	0	0	293	491	784
Total Counseling Time Spent by Counselor Type					
Program Manager	0.00	0.00	0.00	0.00	0.00
Volunteer	389.46	831.00	348.52	547.41	2,116.39
Paid	186.28	145.44	220.53	179.13	731.38
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	14	25	11	11	61
Race					
African American/Black	12	25	20	28	85

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	1	2	1	0	4
Caucasian/White	167	230	152	201	750
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	1	0	0	1
Asian Indian	3	5	0	5	13
Chinese	16	13	8	7	44
Filipino	5	11	8	12	36
Japanese	4	7	1	2	14
Hmong	0	0	0	0	0
Korean	0	2	1	3	6
Vietnamese	0	1	1	0	2
Other Pacific Islander	0	0	0	0	0
Other Asian	2	4	4	8	18
Two or More Race	5	2	2	1	10
Some Other race	5	5	7	9	26
Not Collected	186	297	150	161	794
Gender					
Female	237	337	203	221	998
Male	138	191	98	122	549
Not Collected	31	77	54	94	256
Monthly Income					
Less than 150% of FPL	62	92	87	91	332
Equal To/Greater than 150% of FPL	151	220	143	221	735
Not collected	193	293	125	125	736
Client Asset Limits					
Below LIS Asset limit	0	0	16	17	33
At or Above LIS Asset Limit	0	0	5	7	12
Not Collected	406	605	334	413	1,758

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	14	34	14	29	91
Limited English Proficient (LEP)	18	25	26	15	84
Dual Eligible	81	87	67	78	313
Medicare Status Due to Disability	58	80	63	70	271
Dual Eligible due to Mental Disability	0	0	6	13	19
Applying/Receiving Social Security/Medicare Disability	0	0	60	67	127
Age					
Under 60	27	51	45	54	177
60-64	27	32	37	61	157
65-74	113	218	111	101	543
75-84	46	91	43	43	223
85+	19	35	26	27	107
Not Collected	174	178	93	151	596
Marital Status					
Married	126	182	101	148	557
Never Married	15	25	34	40	114
Separated	3	4	2	7	16
Divorced	36	70	34	39	179
Widowed	39	69	48	54	210
Domestic Partner	2	3	0	3	8
Not Collected	185	252	136	146	719
Estimated Financial Saving					
Clients with Financial Savings	34	74	50	208	366
Estimated Dollars Saved	\$57,796.60	\$182,417.84	\$226,429.00	\$168,648.95	\$635,292.39

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	164	234	172	214	784
Benefit Comparisons/Explanation/Coverge Changes	131	193	143	209	676
Appeals/Grievances	3	1	9	6	19
Billings/Claims	17	20	24	34	95
Fraud/Abuse	9	5	0	1	15
Quality of Care	0	0	8	17	25
LTC/LTCI					
Enrollment/Eligibility Assistance	21	12	19	20	72
Billings/Claims	1	1	6	8	16
LTC Partnership	0	0	4	5	9
Appeal/Greivances	0	0	2	0	2
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	16	25	41
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	130	239	111	144	624
Benefit Explanation	134	251	131	153	669
Appeals/Grievances	1	0	0	3	4
Billings/Claims	2	4	7	10	23
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	35	34	11	11	91
Quality of Care	0	0	5	17	22
Plan Comparison	0	0	49	94	143
Marketing/Sales Complaints/Issues	0	0	1	2	3
Plan Non Renewal	0	0	0	1	1
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	152	271	121	170	714
Benefit Explanation	148	283	148	186	765
Appeals/Grievances	5	5	4	16	30
Billings/Claims	14	13	14	16	57
Fraud/Abuse	0	2	0	1	3
Coverage Changes/Disenrollment	39	51	35	14	139
Plan Non Renewal	3	0	2	1	6
Plan Comparison	0	0	58	116	174
Enrollment/Enrollment Asistance	0	0	3	15	18
Quality of Care	0	0	8	19	27
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	9	7	73	120	209
Medi-Cal Application Assistance	0	0	17	17	34

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	13	21	53	78	165
MSP Application Assistance	0	0	18	6	24
Medi-Cal/QMB Claims	0	0	2	6	8
Fraud/Abuse	1	1	0	0	2
Other	110	142	54	55	361
Other					
Employer/Federal Health Benefits (FEHB)	78	140	76	110	404
Military Benefits	18	36	20	28	102
COBRA	36	20	15	9	80
Mental Health Topics	18	17	15	12	62
Fraud/Abuse	0	1	0	0	1
Other Health Insurance	0	0	12	15	27
Other	56	60	35	52	203
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	124	164	288
Eligibility/Screening	149	269	113	130	661
Plan Comparison	143	278	98	118	637
Enrollment/Anrollment Assistance	6	24	18	22	70
Billings/Claims	7	2	9	4	22
Coverage Changes	39	50	31	19	139
Re-enrollment	1	2	2	0	5
Disenrollment	0	0	1	8	9
TROOP	0	0	1	1	2
Other	26	47	22	28	123
LIS / Extra Help					
Eligibility / Screening	64	99	82	128	373
Benefit Explanation	0	0	36	62	98
Application Assistance	7	24	20	29	80
Claims/Billings	0	0	5	8	13
Appeals / Grievances	2	2	3	3	10
Other Prescription Drug CoveragePlans					
Union/employer	35	31	33	52	151
PPARx	21	7	4	16	48
Military Drug Benefit	0	0	4	16	20
Manufacturer Program	25	17	3	17	62
Other	6	10	16	14	46
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	1	2	1	4
Lag Time	0	1	2	1	4
Multiple Enrollment	2	0	2	0	4
Poor Training of Agents	0	0	0	0	0
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	1	0	1
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	0	1	3	7	11
Dosage problem	0	0	0	0	0
Data problems	0	0	0	1	1
Delay in medications	0	1	0	1	2
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	0	1	1
Client reached donut hole	7	5	1	3	16
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	0	2	2
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	1	0	1
HICAP Legal Services					
Referrals to HICAP Legal	0	1	0	5	6
Legal Clients Served	0	22	4	24	50
Cases Opened	0	1	2	6	9
Cases Closed	0	5	1	1	7
Favorable Closed Case Results	0	3	0	1	4
Client Representation Hours	0	47	5	36	88
Consultation to Program Hours	0	27	0	0	27
HICAP Legal Clients that Saved	0	2	0	0	2
Estimated Financial Savings	\$0.00	\$8,622.85	\$0.00	\$0.00	\$8,622.85

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	1	1
Part D Plan:	2	0	0	2	4
SMP:	0	0	0	0	0
Urgent Fax:	1	0	0	0	1
800 Medicare:	1	0	0	2	3
Other:	3	4	1	5	13
TOTAL MEDICARE PART D COMPLAINTS	7	4	1	10	22

All Other Complaints

APS :	0	0	0	1	1
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	2	0	2
SMP:	0	0	0	0	0
Other:	0	0	2	1	3
TOTAL ALL OTHER COMPLAINTS	0	0	4	2	6

800 Medicare Line Issues

Total number of Calls with Issues	19	28	8	6	61
Total duration of calls	3.20	3.34	0.00	1.00	7.54